INTRODUCING

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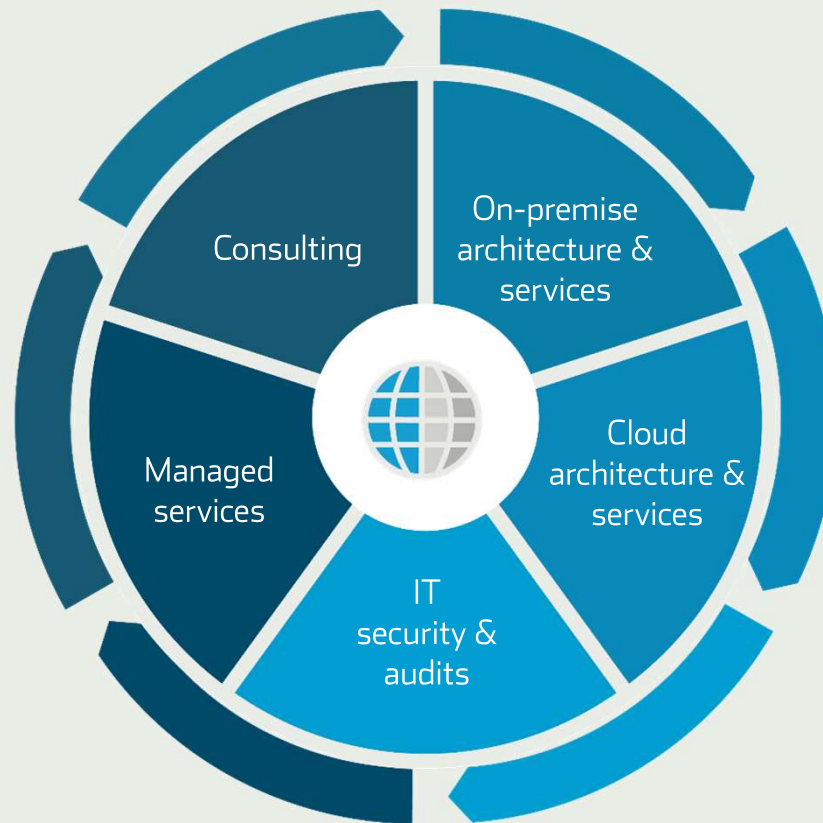Sip: Thomas.poett@ trans4mation.de

MVP since 2012 +
Microsoft SfB
Elite Team (Redmond)

AGENDA

- 12:30 am – 1 pm   Registration of the participants
- 1:15 – 1:30 pm   Presentation of the Speaker and the hosts
- 1:30 – 2:15 pm   **Lecture:** Microsoft Teams – Working and funktionality of / with Teams in everyday work of different employees
(Dennis Winkelmann / GIS)
- 2:15 – 3 pm   **Lecture:** Microsoft Teams – Introduction of Intelligent Communications via Customer Success Manager (Thomas Pött / Trans4mation)
- 3 – 3:30 pm   Pause mit Kaffee & Kuchen
- 3:30 – 4 pm   **Lecture:** Microsoft Teams – Telephony with Teams in Modern Workplace (Michael Plettner / in2success)
- 4 – 4:30 pm   **Lecture:** Microsoft Teams - Changemanagement as key factor for a successfull adoption of Teams
(Michael Plettern / in2success & Thorsten Pickhan / NetGo)
- 4:30 – 5:15 pm   **Lecture:** Microsoft Teams – Working with BOTs and Apps
(Thorsten Pickhan / NetGo)
- 5:15 – 5:30   **Lecture:** What ist Teams free account? Licensing, ROI and TCO in Office365 (Thomas Pött / Trans4mation & Thorsten Pickhan / NetGo)
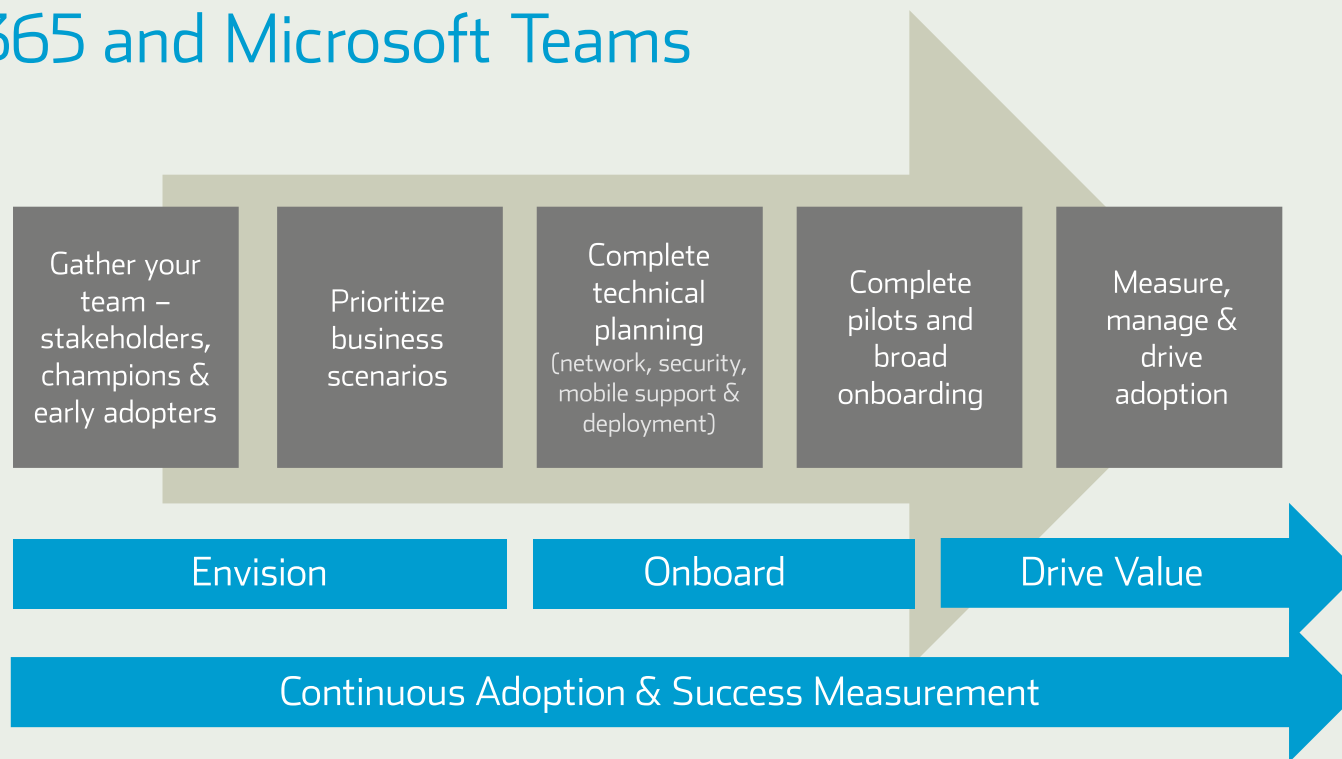- 5:30 – 6 pm   Networking & exchanging

IS CONSULTANCY DRIVEN CUSTOMER SUCCESS?

IS TECHNOLOGY DRIVEN CUSTOMER SUCCESS?

IMPLEMENTATION PHASES
For Office 365 and Microsoft Teams

Gather your team – stakeholders, champions & early adopters	Prioritize business scenarios	Complete technical planning (network, security, mobile support & deployment)	Complete pilots and broad onboarding	Measure, manage & drive adoption

Envision — **Onboard** — **Drive Value**

Continuous Adoption & Success Measurement
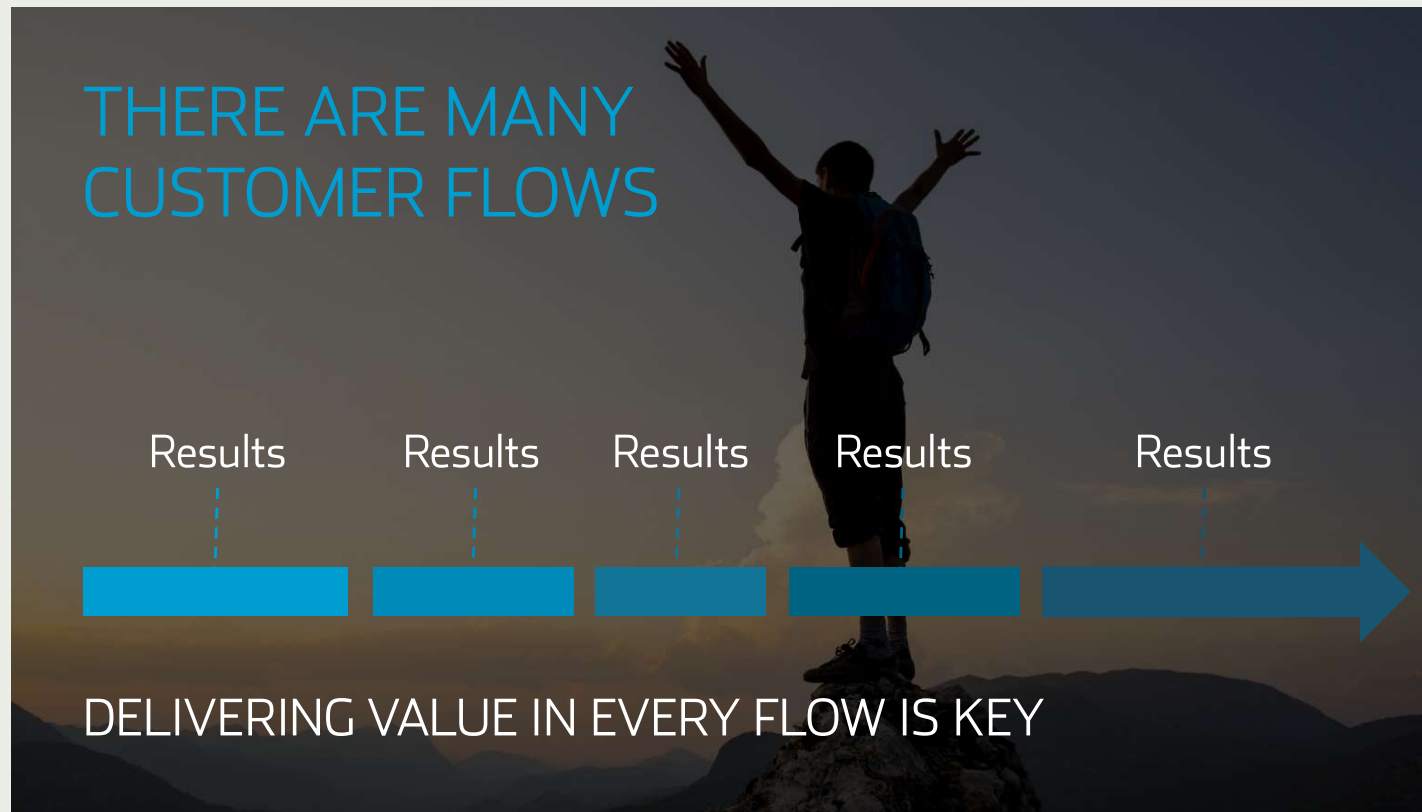
WHAT CUSTOMER SUCCESS IS NOT!

- It's not about customer satisfaction
- It's not free help
- It's not an afterthought

- Ups ! And Now?

MANY COMPANIES FAIL TO TRANSLATE THE CONCEPT INTO BUSINESS IMPACT

CREATING VALUE IN EACH AREA IS KEY

THERE ARE MANY CUSTOMER FLOWS

Results   Results   Results   Results   Results

DELIVERING VALUE IN EVERY FLOW IS KEY

OUR T4M BUSINESS SUCCESS AND YOUR CUSTOMERS' SUCCESS ARE NOW THE SAME

- CS is driven by the suppliers/partners.

- The benefit for Customers are massive:

- Through deeper engagement and optimization of processes the efficiency increases and the win/win in establish for a long term relation, building strong in customer relations

And it is new with cloud!

CHANGING / OPTIMIZATION OF PROCESSES? CUSTOMER SUCCESS?

The correct TERM:
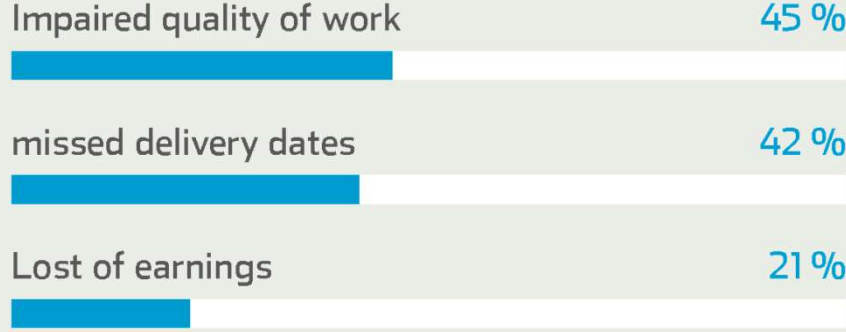Trusted Advisor

NO CUSTOMER SUCCESS WITHOUT TRUSTED AVISORS

- Process optimization and creating new, modern workflows
- Increasing flow / process efficiency
- Tighten/ streghten employees loyalty
- Preparing for global marketes
- Using new chanales
- Supporting personal individuality and community

OUR DAILY WORK

The most important workplace-related productivity killers

Constant distraction

email	31 %

distraction by colleagues	27 %

meetings	26 %

Impaired quality of work	45 %

missed delivery dates	42 %

Lost of earnings	21 %

OUR DAILY WORK

Catching up on lost time

Imagine what could make daily work planning more visible.

1. Better insights
2. Less guesswork
3. Less looking up
4. More effective work

OUR DAILY WORK

Time spent after task

39 %
Specific tasks by function

28 %
Read and reply to emails

19 %
Search and collect information

14 %
Communicate and collaborate internally

WHAT IMPAIRMENT IS TO BE EXPECTED?

Approx. 100 e-mails/day = 25,000 e-mails per year !
Per e-mail approx. 30sec working time

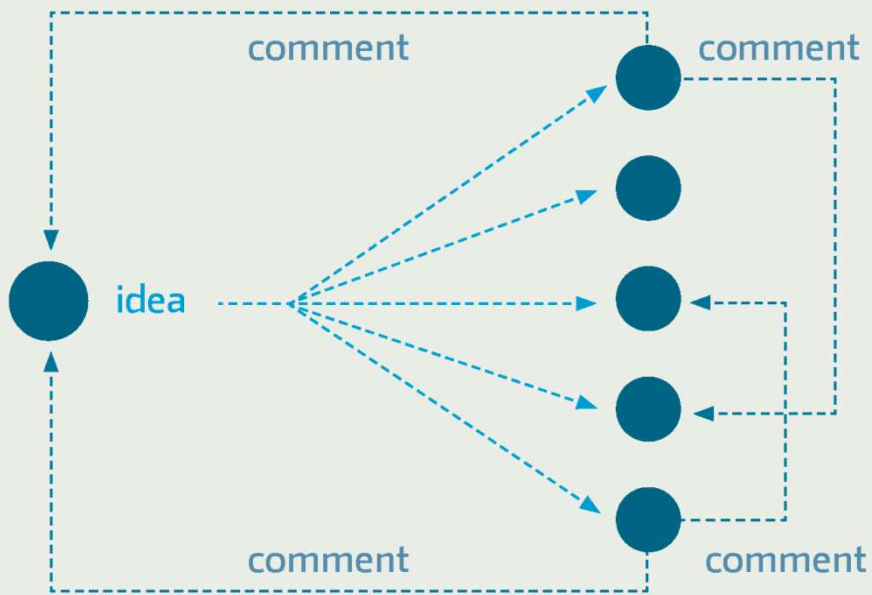(25.000 * 30 sec)/3600 = 208,33 hrs → 26 days
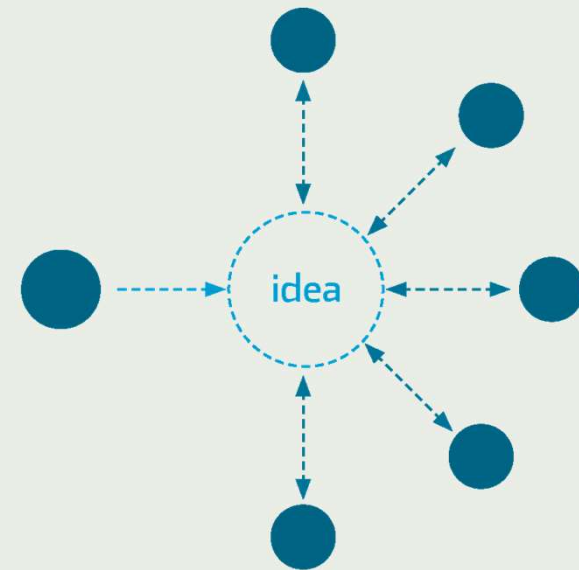
That's a lot of time!
26 days working time

With only 10 % of the emails you have to become active!

HOW DO MILLENNIALS CHANGE OUR BUSINESS?

Classic vs. Modern Collaboration

A SIMPLE CUSTOMER SUCCESS PATH

New to Teams engage	Understand intelligent work	First Department Meeting	Follow up Meetings On business Process adjustments	Pilot, Rollout & Adoption	Customer in Production	Blocking & Tackling	End User Experience

customer success path

WHITEBOARD
STORY TELLING MANUALLY

BOTS STORY IN TRUSTED AVISOR

- Simplify and automate processes...
- Using AI supporting with daily work
- Using AI engaging faster with customers

USABILITY

- Ask team member using Microsoft Teams as primary communication platform.
- Start engaging in project teams (you have more projects than you thought)

Note:

- Team member will still be using other communication tools engaging with people outsite this closer teams (like E-Mails)

Tip:

- Plan for at least one week to ensure, that team member will experience the advantage working with Microsoft Teams. Engage into feedback session daily (on- or off-line)

NORMS

- Encurage team member to communicate in their channels rather than private chats, groups or mail
- Flip the team cluture
- Destinged from transparency strengthen team members team affiliation
- Driving project ahead

CONVENTIONS

- Look for the right set of channels for initial kick-off
- Use brainstorming session with all team members
- (listen to your company departments)
- Chose simple naming, identifiyble
- Simple, flat stucturs are important
- engage with search, rather spliting the communication into a finigral structure

THANKS

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TEAMS FREE

What's it about?

- Licensing
- ROI
- TCO in Office 365

TEAMS FREE

Why?

- While 200,000 businesses now use Microsoft Teams, a lack of a free version made it difficult for small businesses and freelancers to use Microsoft Teams as it was limited to an Office 365 subscription.

- That's all changing today with the launch of a free version of Microsoft Teams, and it's now even bigger competition to Slack.

LICENSE / FEATURE OVERVIEW

|	Microsoft Teams free	Microsoft Teams
Features		
Maximum members	300 per org	Potentially unlimited with an enterprise license
File storage	2 GB/user and 10 GB of shared storage	1 TB/user
Guest access	Y	Y
1:1 and group online audio and video calls	Y	Y
Channel meetings	Y	Y
Screen sharing	Y	Y
Scheduled meetings		Y
Meeting recording		Y Available with Microsoft Stream
Phone calls and audio conferencing		Y
Administration		
Admin tools for managing users and apps		Y
Usage reporting for Office 365 services		Y
99.9% financially-backed SLA uptime		Y
Configurable user settings and policies		Y

Limited to organization < 300 User

TEAMS „PAYED" IS INCLUDED IN:

- Office 365 E1-E5 (and A-Plans)
- Office 365 Business Essential/Premium
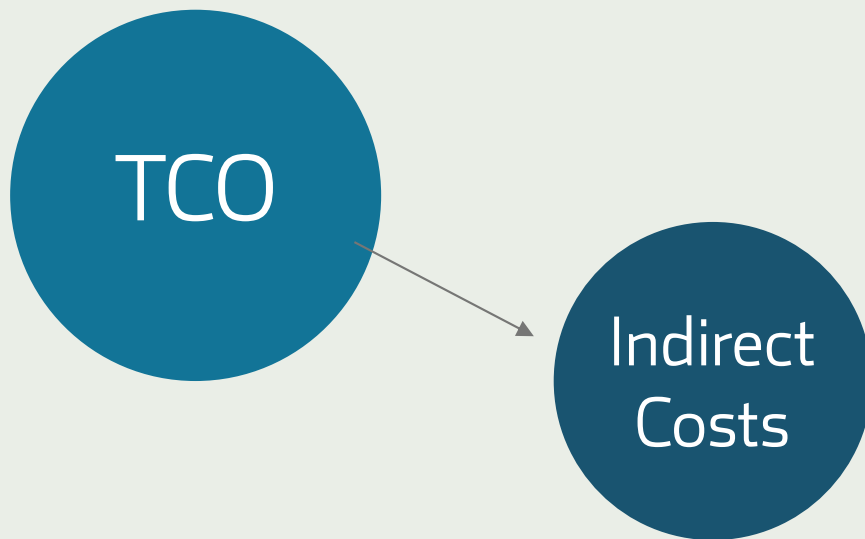- Microsoft 365 E1-E5

CAPEX VS. OPEX AND TCO?

TCO → **Direct Costs**
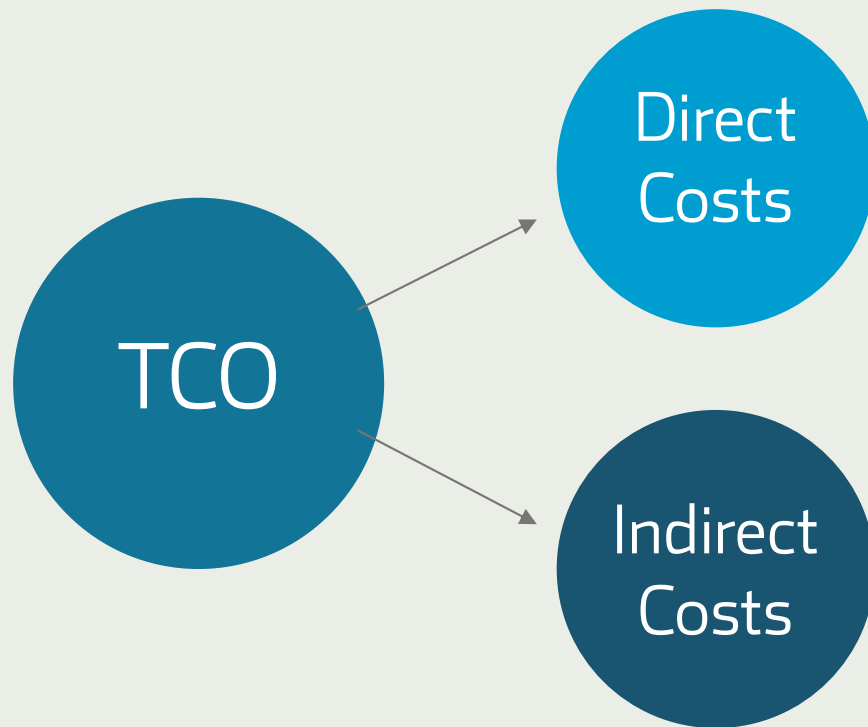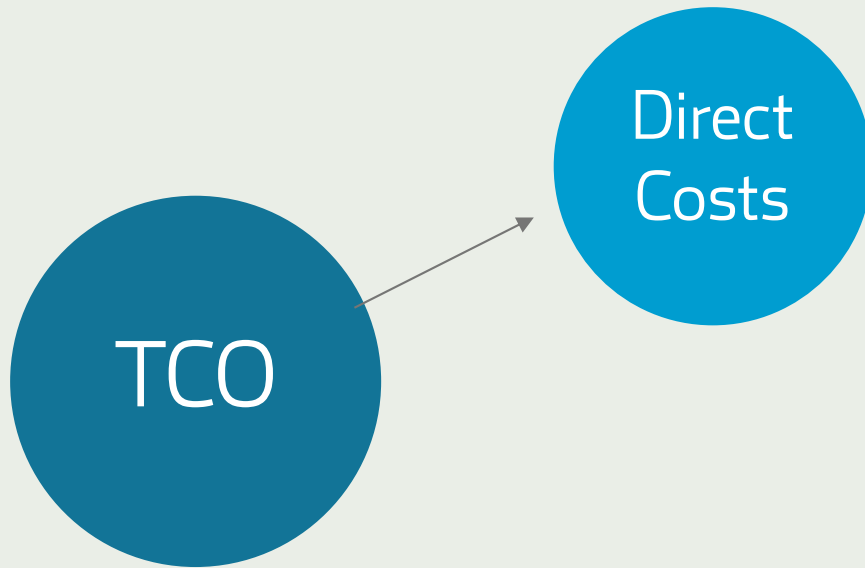
- Costs of purchase
- Hard- & Software
- Costs of Admin- & Support

CAPEX VS. OPEX AND TCO?

TCO

Indirect Costs

- Arase as a consequence of unproductive use of users -› Processes, Flows, Situation, which slow down user in their productivity
- Example: App Dev, Data Management, Downtime, Support of other users, Self-placed training (self.support)
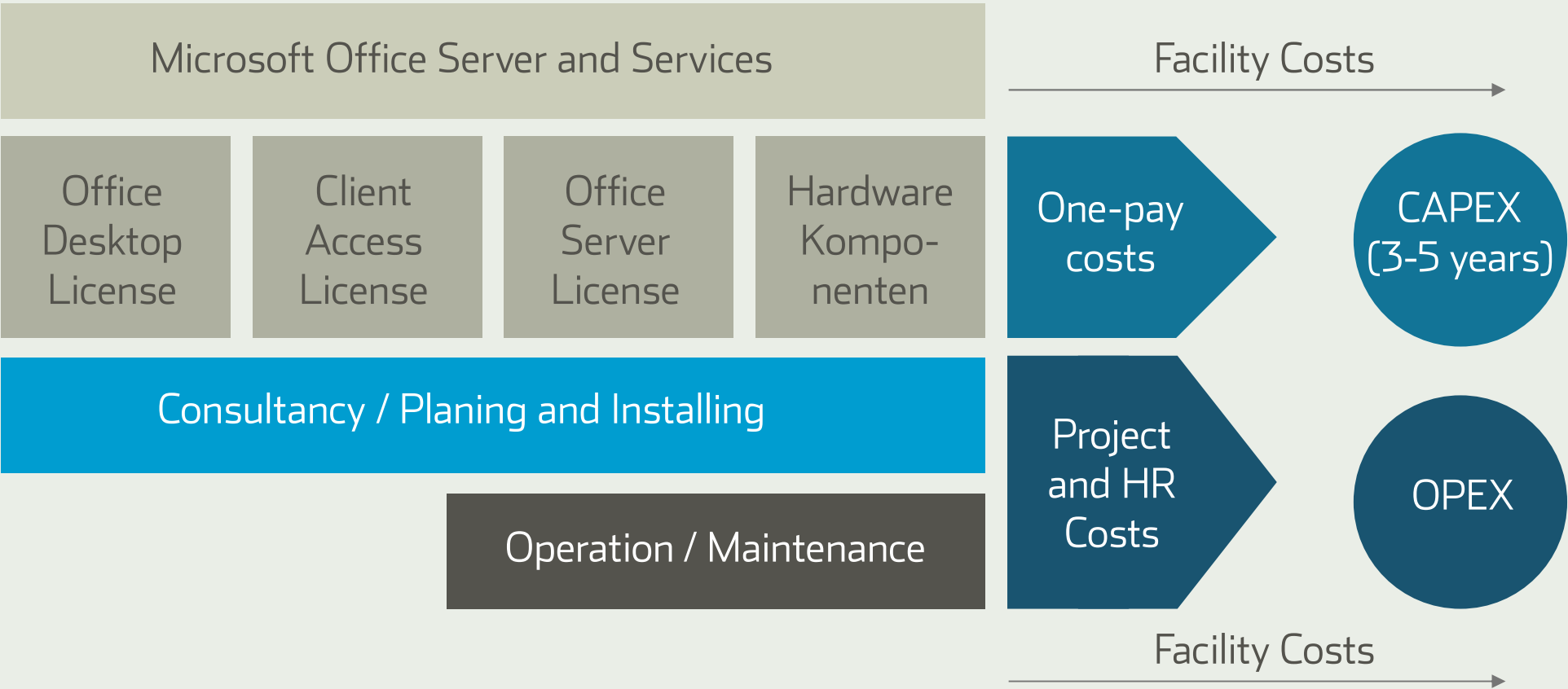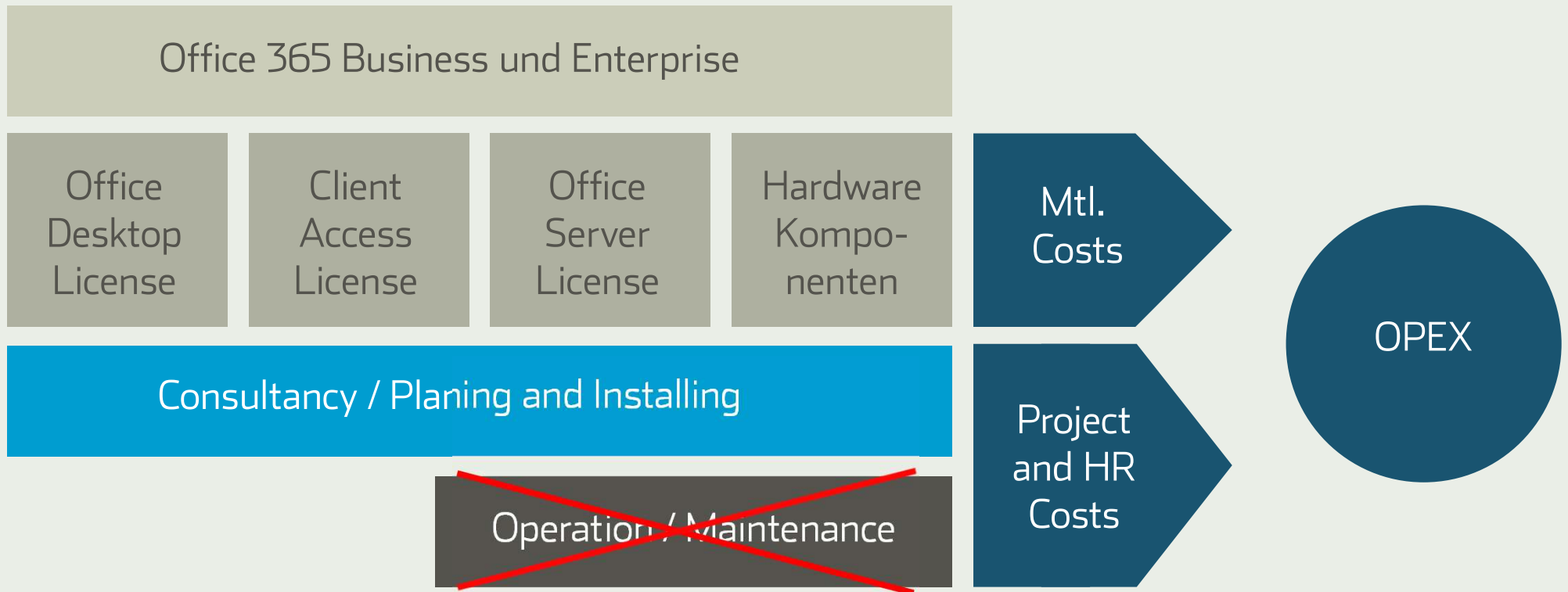
CAPEX VS. OPEX AND TCO?

TCO

- In generell difficult to mesure, especially the indirect costs
- could be wrongly mesured or could be manipulated
- Softwaretools support calculation.
    - Example: PHW Univerity
      https://sourceforge.net/projects/tcotool/?source=navbar
    - Microsoft TCO Calculator

ON-PREMISE COST STRUCTURE

Microsoft Office Server and Services				Facility Costs →
Office Desktop License	Client Access License	Office Server License	Hardware Kompo-nenten	One-pay costs → CAPEX (3-5 years)
Consultancy / Planing and Installing				
	Operation / Maintenance			Project and HR Costs → OPEX

Facility Costs →

Die jährliche AfA richtet sich nach der voraussichtlichen betriebsgewöhnlichen Nutzungsdauer der Software, § 253 Abs. 2 S. 2 HGB i.V.m. § 5 Abs. 1 S. 1 und § 7 Abs. 1 S. 2 EStG.

OFFICE 365 CLOUD COST STRUCTURE

Office 365 Business und Enterprise

Office Desktop License	Client Access License	Office Server License	Hardware Kompo-nenten

Consultancy / Planing and Installing

Operation / Maintenance

Mtl. Costs

Project and HR Costs

OPEX

Die jährliche AfA richtet sich nach der voraussichtlichen betriebsgewöhnlichen Nutzungsdauer der Software, § 253 Abs. 2 S. 2 HGB i.V.m. § 5 Abs. 1 S. 1 und § 7 Abs. 1 S. 2 EStG.

THE ROI STORY (OFFICE 365 PRO PLUS)

Food for thought

$$ROI = \frac{\text{Savings} - \text{Initial Investment}}{\text{Initial Investments}}$$

OFFICE 365 PRO PLUS
(OFFICE 2016 CLIENT APP) APPROX. COST   € 900

- OFFICE 365 E3-E1 UPGRADE / YEAR   € 144

ROI 4 YEARS CALCULATION
- COST FOR 4 YEAR = 4X144€   € 576

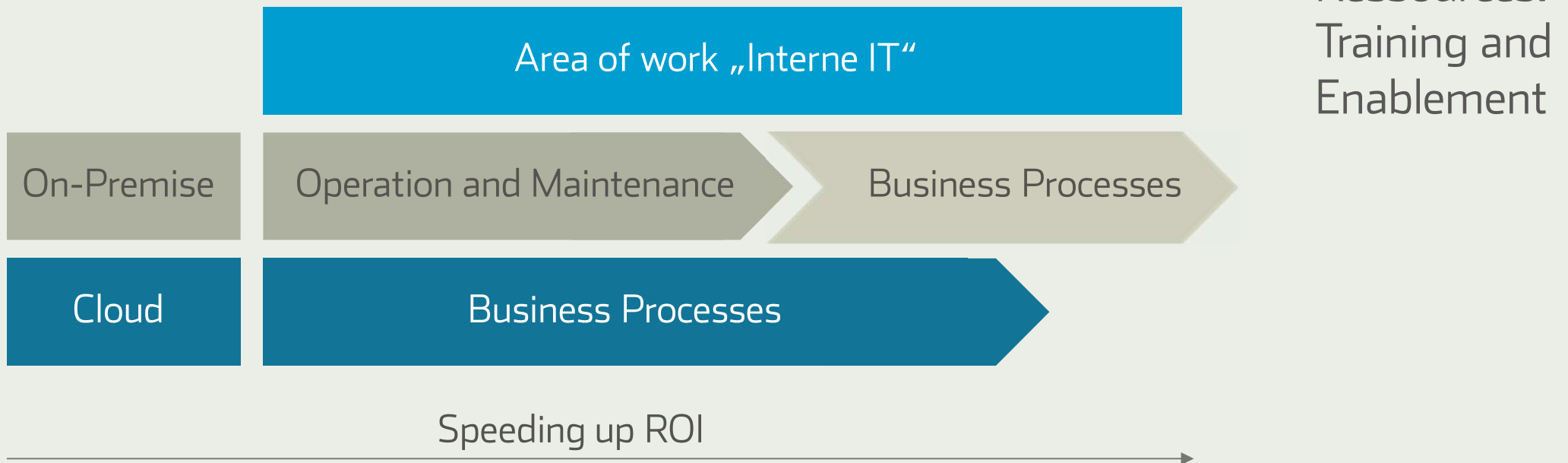Savings = €900 - €567 = €324

ROI positive *

* not reflected: process efficiency!

EH-DA-KOSTEN

What are „Eh-Da-Kosten"?

- The EDK is classified as costs or internal HR

Purchase Ressources. Training and Enablement

Area of work „Interne IT"

On-Premise | Operation and Maintenance | Business Processes

Cloud | Business Processes

Speeding up ROI

THANKS

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